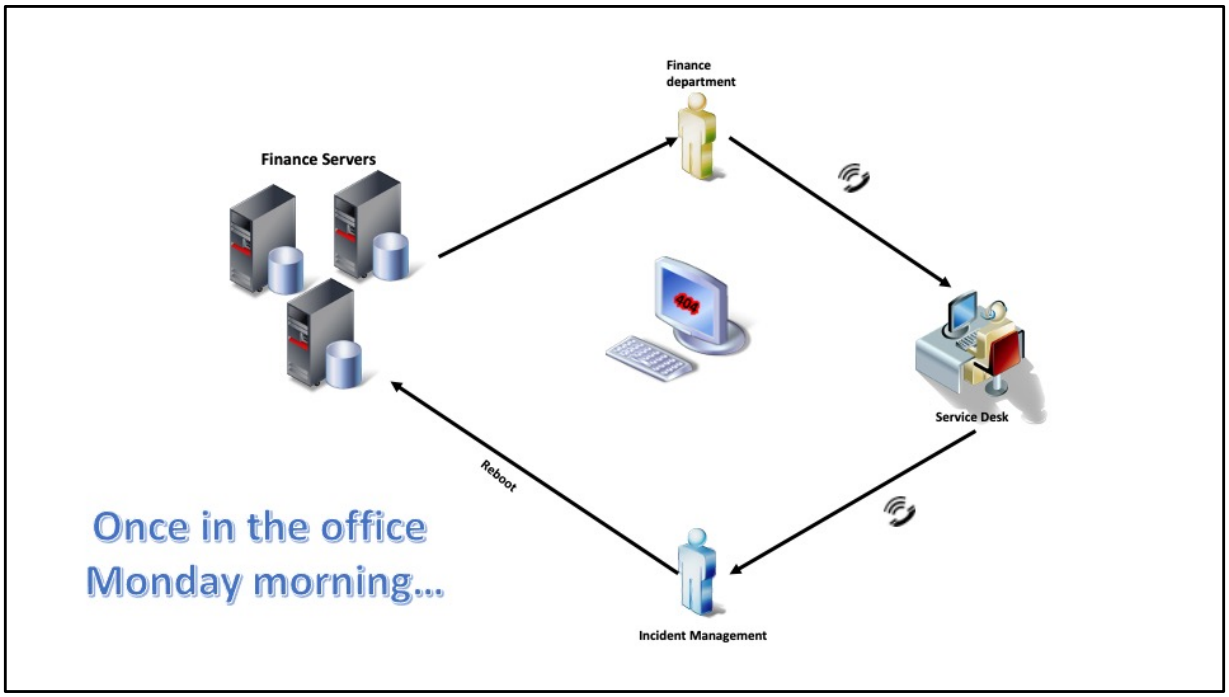
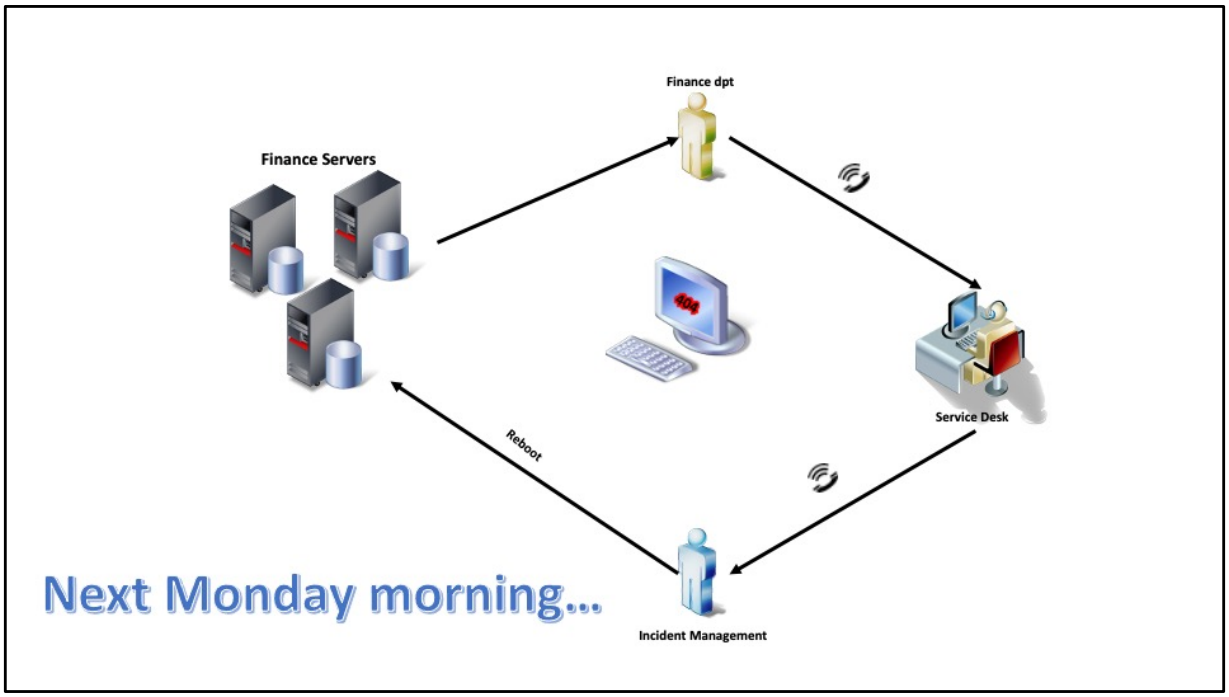
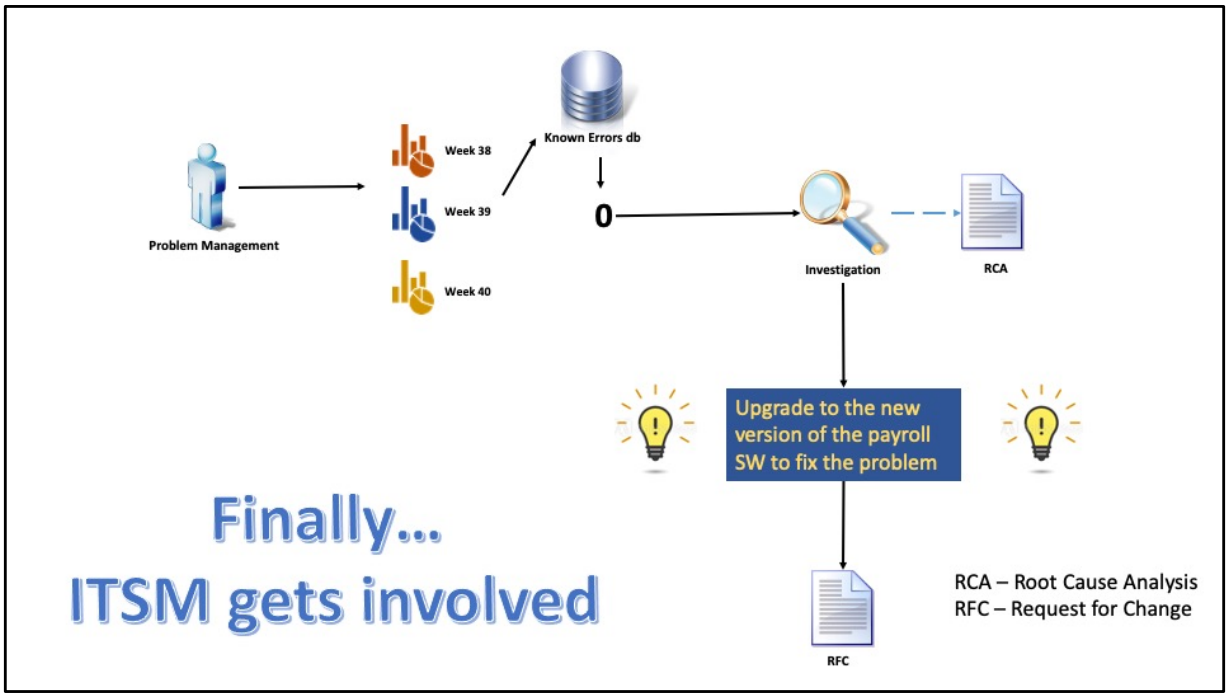


All finance servers freezes up every Monday. Need a reboot to begion work. Data often gets corrupted. Finance Department calls the Service Desk and logs the same request every Monday. Sertvice Desk assigns call to Incident Management Team. Incident Management arrives and initiate reboot of the servers every Monday.

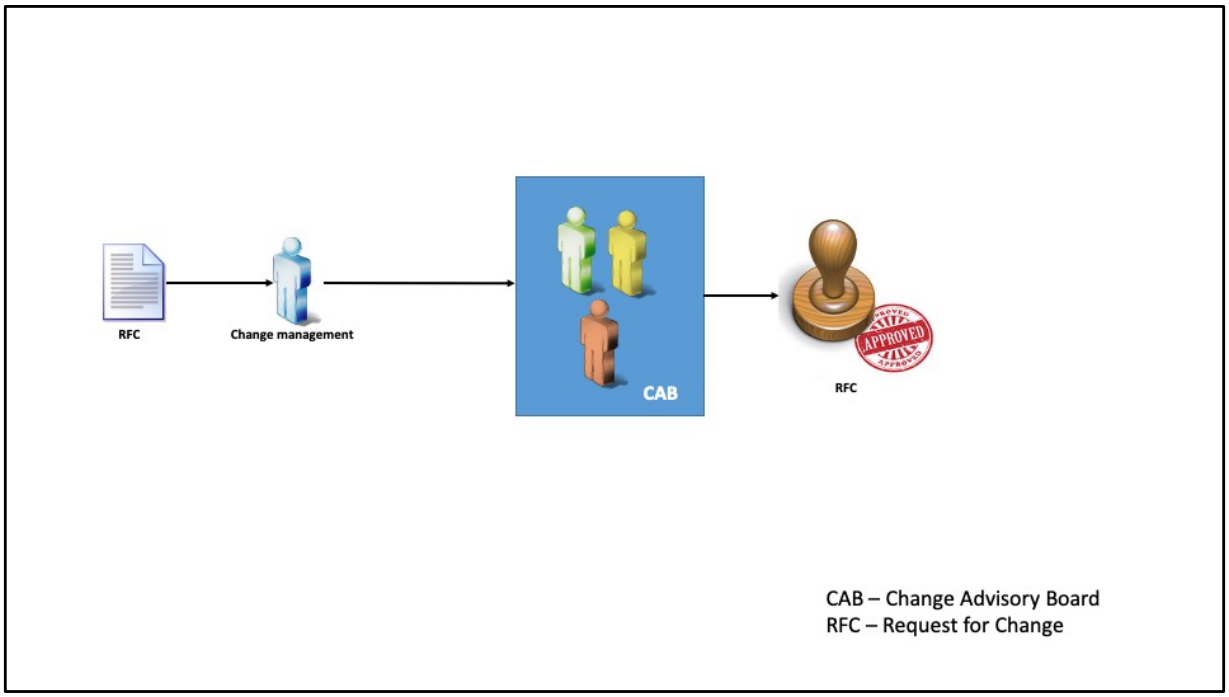
(= Configuration Items – CIs)


Finance dpt
Finance Servers
404
Service Desk
Reboot
Incident Management
Next Monday morning…

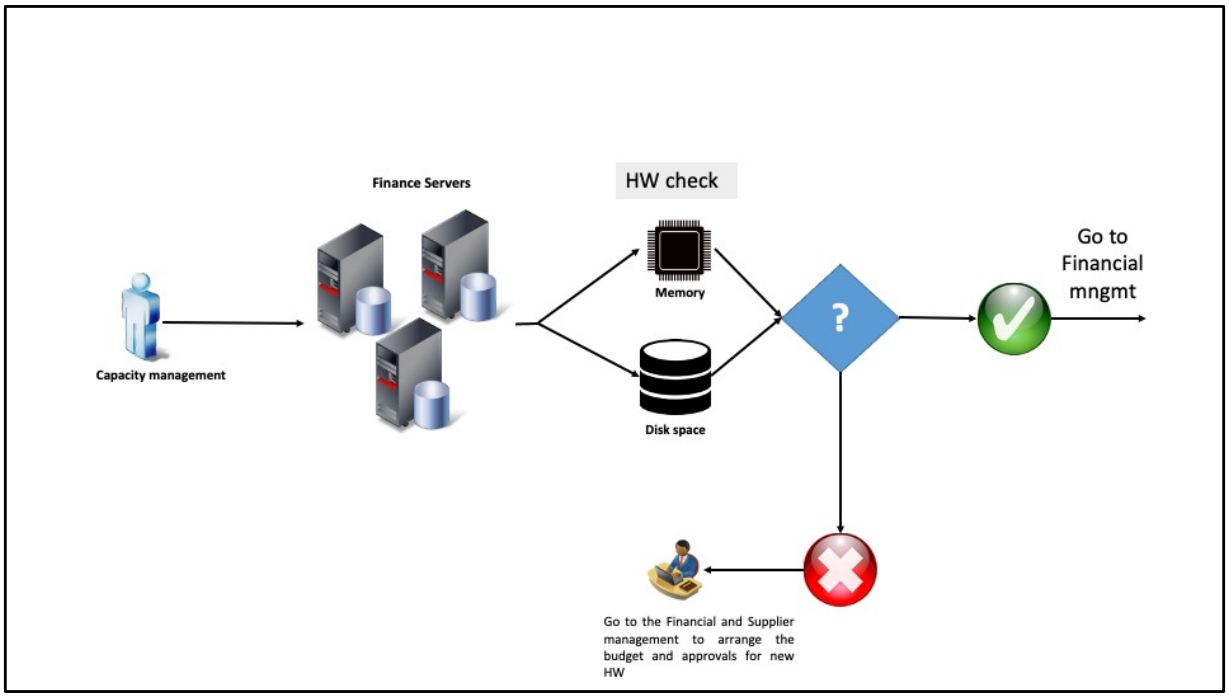
Another next Monday morning…



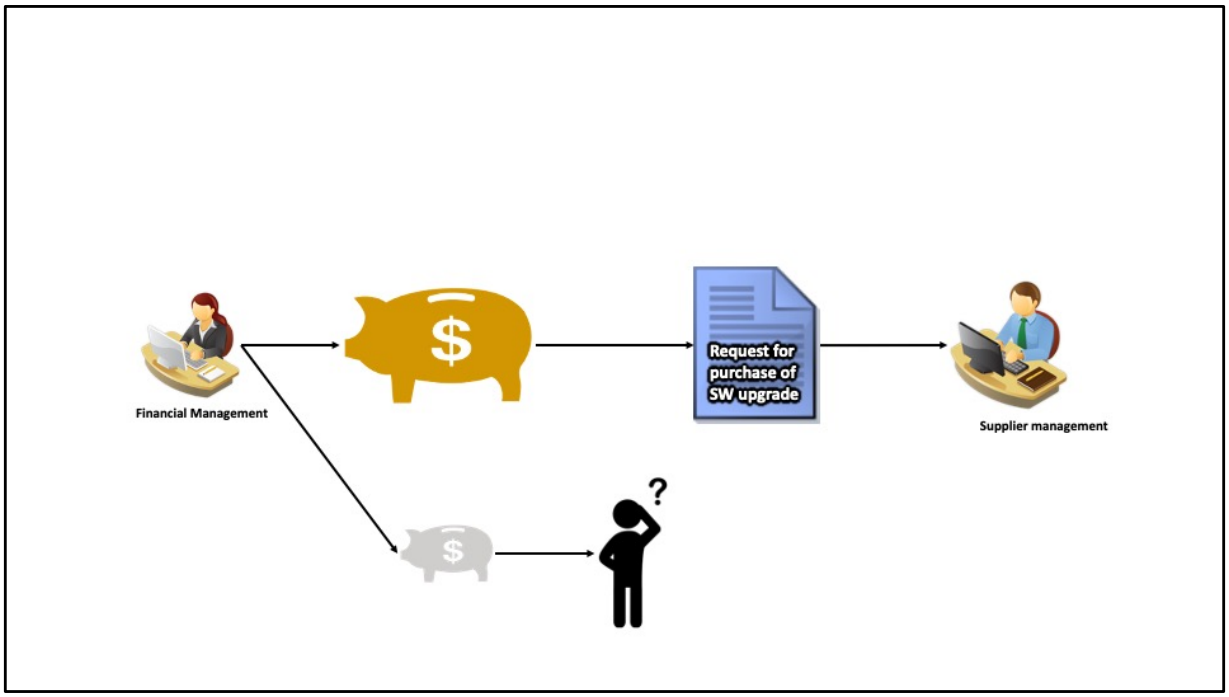
Problem Management notices the trend and patterns of calls fromFinance Deprtment. Solution is not availble in Known Errors database, hence it decides to investigate the problem. After investigation adnd research it concludes that it is necessary to upgrade to the new version of the payroll software to fix the problem. Initiates a request for change (RFC).



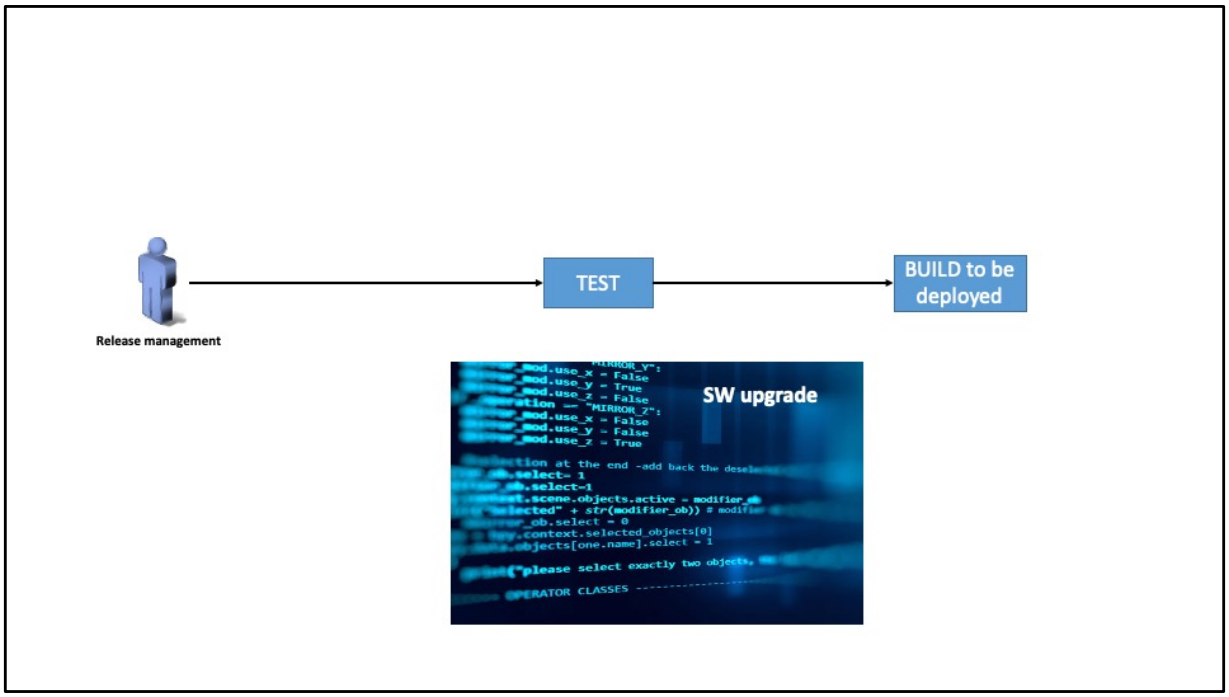
RFC is sent to Change Management Team to upgrade all finance serv ers. CAB studies and approves the request.



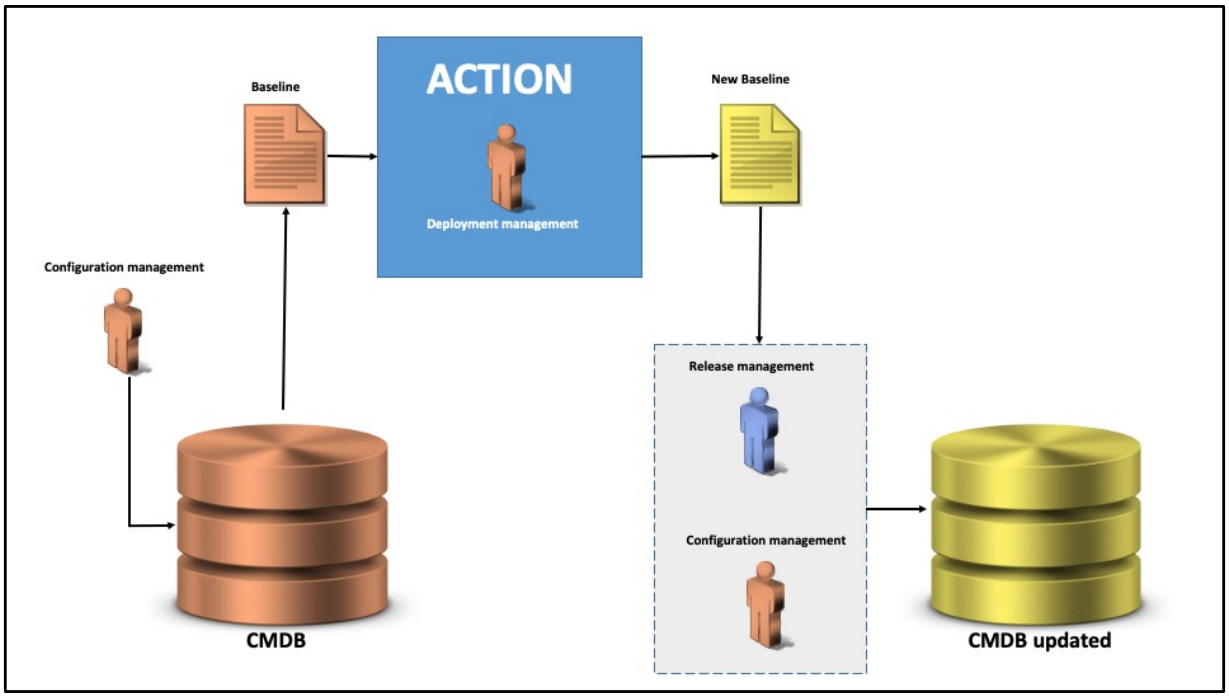
Capacity Management confirms that the finance servers have enough disk capacity and memory to handle the new upgrade. NO hardware purchases required.



Financial Management confirm availability of budgets for purchase of upgrade. Prepares proposal for procurement of software upgrade and gets it approv ed by business management. Vendor supplies upgrade sowftware in a few days.



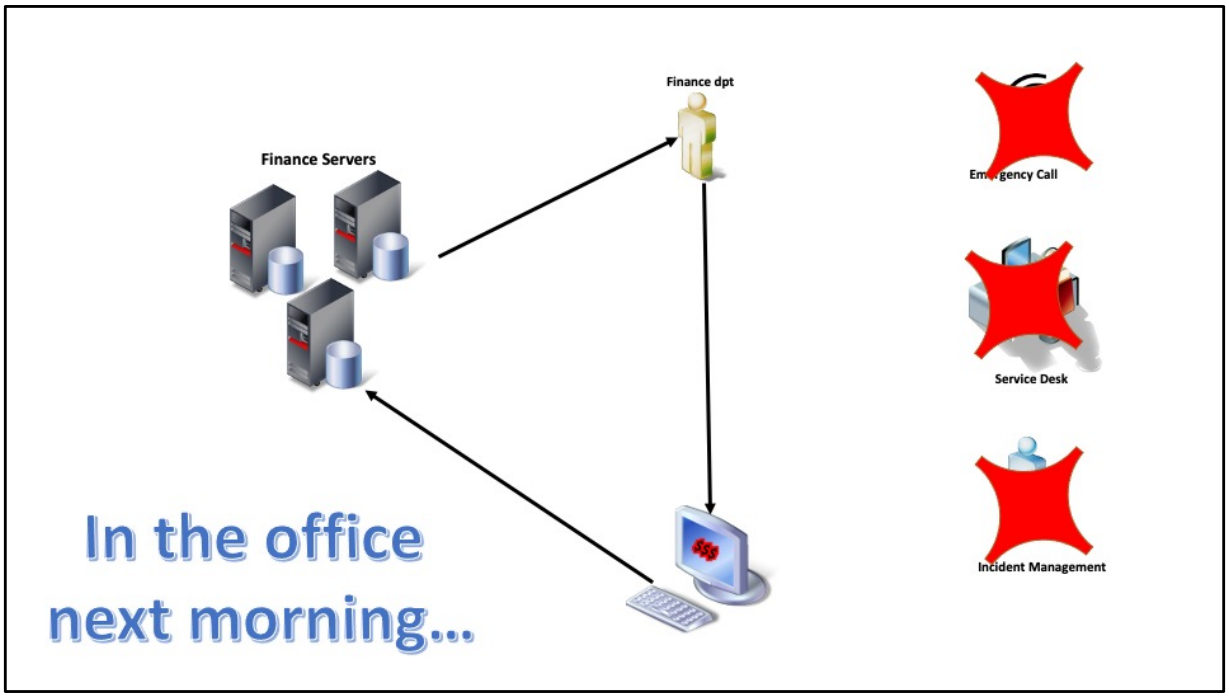
Release Management takes custody of software. It later tests then software in a test laband prepares a build for easy deployment on all servers.

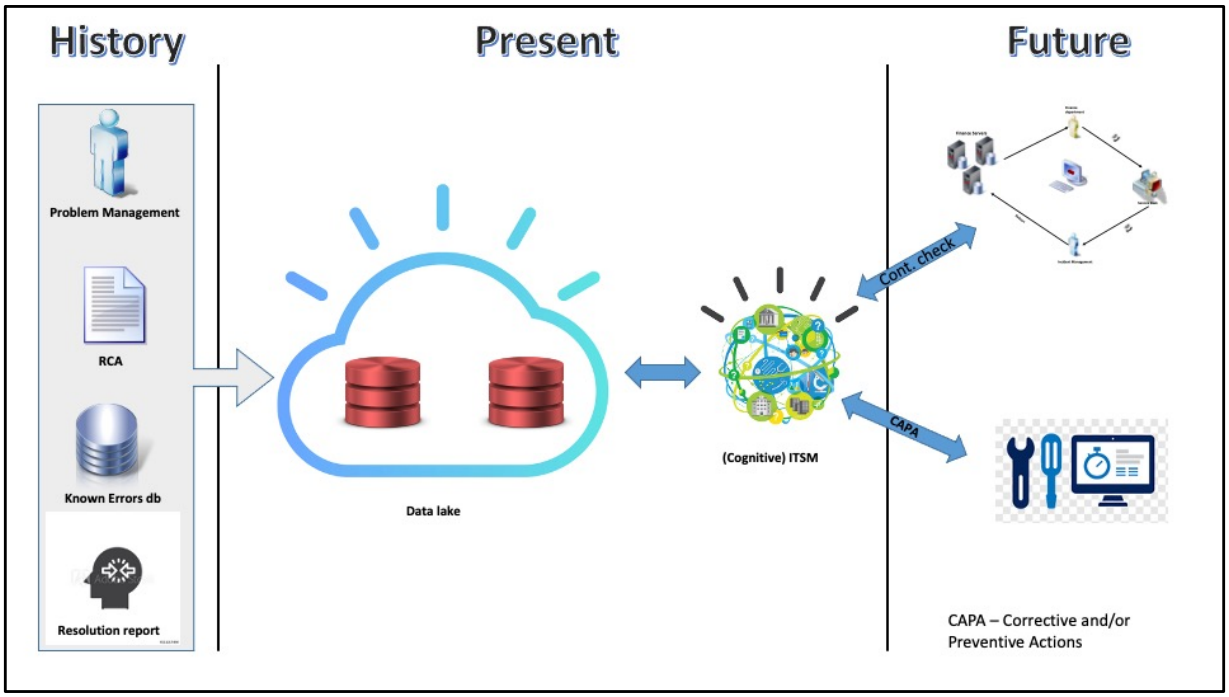


Configuration Management Team provides current baselinefor all finance servers from the CMDB (Configuration Management Dababase where all CIs are recorded).

Deployment Management Team takes a back-up of current baseline and installs the upgrade.

Immediately, Configuration Management and Release Management Teams together updates the CMDB with details of the upgrade on the various CIs.


Finance dpt
Finance Servers
Emergency Call
Service Desk
Incident Management
$$$
In the office
next morning…



Problem gets fixed. Servers do not freeze now. Solution entered in known error dabase by Problem Management for future reference.

All data are stored in Data Lake and utilised by the Cognitive solution which continuously checks the conditions of the IT solution. Whenever it recognises the change in status the historical data are checked to find similarities and initiate preventive actions to eliminate eg data corruptions and/or downtimes.